



Round House Café Customer Feedback

Questions, Comments and Answers for September 2012

I was in the burro line to get eggs and one of your staff cut through the line and rummaged through the to-go boxes. After selecting one, they went around the back...and served themselves from the burro foods. Others in line behind me made comments about her behavior. She did this without gloves. I can't help but think about all the things this lady must have touched before...serving herself. And then I was lucky enough to find a hair in my food this morning. Thanks for letting us know. What you experienced is simply unacceptable. As a rule we (Round House Employees) are not allowed to serve ourselves food. Also, we are not allowed to handle food without a hair restraint and washing hands first and using gloves. All employees are aware of this as certified food handlers in Maricopa County. We take sanitation and proper food handling very seriously and know how important it is to follow safe food handling procedures to keep our guests safe. We spoke with the staff member in question and re-emphasized food handling safety with all staff during a pre-service meeting. Thanks again for letting us know.

Two of us bought quesadillas at the grill, one chicken and one beef. They were extremely greasy, could not be finished and were disposed of in the trash. I don't know what went wrong but I've been burping up grease all afternoon and so has the other person. The one's I have had in the past were quite good and tasted fresh, but today was not very pleasant. Just thought you should know. We appreciate your feedback and offered you both free food on a future visit. Thanks again.

I had the Thai chicken combo and got one scoop of rice, 4-5 broccoli stems and chicken w/sauce. It was tasty, but was so small that I felt hungry about half an hour after eating. For almost \$7.00 I think we should get a dish that at least keeps you satiated for more than a half hour ☺. No complaints about the taste. Thanks for the feedback. Sounds like you got short portioned. We discuss portioning of our specials every day in pre-service meeting and reviewed your comments with staff the next day. Thanks again.

I had the strawberry, apple salad with a raspberry vinaigrette meal and it was wonderful. I suggest you have that salad more often. Or maybe mix it up with Asian salads like the mandarin oranges & chicken over greens with ginger vinaigrette. Thanks for your kind words and glad you liked it. We try to offer a variety of made to order salads throughout the run of our four-week menu rotation. The fall lineup starts September 10th!

Could you send out an email when the café is out of Half & Half? It seems like the café runs out every 3-4 weeks or so and it is very frustrating to arrive and not have it for my coffee. By the way, how is that this item is out of stock so much? It has a fairly long shelf life. It actually is NEVER out of stock, because even if we are out of the larger cartons we fill the containers with, we have the smaller portion cups we put out for the break rooms. And even if we were out of cartons for a moment or two, a 20-minute run to the store and back would solve it. So, we re-educated our staff and adjusted our dairy inventory. Hopefully, you won't face the problem again. Thanks very much for letting us know. If we don't know it's broke – we can't fix it. ☺

I got there this morning at 9:33 (after you close) and there were no eggs, but Yvonne was gracious enough to offer to scramble two fresh eggs for me and added some sausage patties to make me a fresh burrito and it was great! Please thank her again for me. Indeed, we passed along your kind feedback. Glad she could help.

I think it's rude...when Café staff start putting items away when customers are still waiting. The one guy has done this more than once and I've observed him being rude to customers. Café staff is there to serve customers. I understand breakfast stops being served at 9:30, however, when you have customers already waiting they should be able to get all their stuff without having to feel rushed. Waiting 10 minutes after 9:30 to serve all customers doesn't harm anyone. You are absolutely right. Sorry you were treated poorly. We discuss customer service points (and not rushing to close) with our staff every day. Our apologies.

How much is it for a Pima Burger combo meal, as opposed to ala carte? Presently, we do not have a “meal combo price” for any items other than the daily specials. However, at your suggestion, we have put it on the September Café Focus Group agenda for discussion. Thanks for the idea. ☺

I saw your announcement for the annual chili contest and I was wondering if there has ever been discussion of a tamale contest? Just wondering because really good tamales are hard to come by out here. This is another good idea that we'll discuss in the Focus Group. We might possibly want to do this around SRPMIC Day next June. Thanks!

Today the fresh brewed (iced) tea tasted like coffee. Yecch. You may have noticed that the tea brewer is dedicated for tea use only, so we are not sure why it tasted like coffee. We offered you a refund and you accepted. ☺ Thanks for the info!

Why do you guys put all of my favorite menu items on the same day? It seems to be happening more and more often! Or maybe the specials are just getting way too good. Anyway, keep up the good work! Hope the choices don't get too tough! Thanks for the kind words.

Kudos & Klouts (Customer Comments and/or Suggestions)

- Thanks for your continued support of other departments' activities, especially our blood drives. Greatly appreciated.
- Can I get the recipe for the Watermelon salad? (We sent it to you. Glad you liked it)
- Just had a bite of strawberry in my oatmeal and tasted onion. Gag
- Java City coffee this morning had grounds in it. Usually no problem. Just wanted to let you know.
- The Italian Wedding soup noodles were mush today, and the soup was waaaaaay too salty
- There was no butter near the rolls by the soup. Shouldn't it be there every day? (Yes!)
- Do customers get a free meal on their birthday? (Yes. [Click here for details](#))
- Price at the pizza station (for stuffed pizza) said 2.09, but was charged 3.29 at register (We fixed it. Thanks!)

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 4.4, September 2012)

